

5 FAH-2 H-840 REPAIR AND RETURN PROCEDURES

(TL:TEL-1; 07-01-1998)

5 FAH-2 H-841 REPAIRS AT POST

(TL:TEL-1; 07-01-1998)

(Uniform State/USAID/USIA)

Use common sense and good judgment to decide the most efficient means to repair equipment used outside CAAs. Training IPC personnel to properly operate equipment, perform preventive maintenance and emergency first level maintenance is the most cost-effective method of keeping systems operational. IRM personnel can receive training at the Warrenton Training Center before arriving at post, at the RIMC after arriving, and on the job. If IPC personnel cannot resolve a maintenance problem, the ranking IRM officer can request Information Management Technical Specialist (IMTS) support from the RIMC. If the IMTS cannot repair equipment, the IMO must decide the most cost effective method of restoring the equipment to service. Official alternatives are described below.

5 FAH-2 H-841.1 Repairing CIPE At Post

(TL:TEL-1; 07-01-1998)

(Uniform State/USAID/USIA)

Only cleared U.S. citizens can perform maintenance on Classified Information Processing Equipment (CIPE). If cleared U.S. technicians are not able to repair CIPE, the equipment can be sent back to the U.S. per official procedures or the equipment can be broken down into parts to be used as spares for compatible CIPE components. Non-TEMPEST items can be decertified, repaired by FSN staff or a local vendor at post, and used in an unclassified processing environment outside the CAA. Contact IRM/OPS/ITI/TSS (Office of Technical Security and Safeguards) for advice in decertifying specific CIPE items.

5 FAH-2 H-841.2 Unclassified Equipment Outside CAAs

(TL:TEL-1; 07-01-1998)

(Uniform State/USAID/USIA)

Foreign Service Nationals or local vendors can repair unclassified noncryptographic equipment used outside a CAA. See specific instructions in 5 FAH-2 H-621.2 for escorting foreign nationals during telephone repairs involving the Main Distribution Frame.

5 FAH-2 H-842 RETURN PROCEDURES

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

All CIPE that cannot be repaired at post must be shipped and returned according to the procedures below to maintain the secure integrity of the equipment. CIPE can be TEMPEST equipment, zoned equipment or commercial-off-the-shelf (COTS) components that were procured and subsequently handled in accordance with established DS security standards and designated for processing classified information.

5 FAH-2 H-842.1 Shipping Methods for Classified and Unclassified Materials

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

a. Field posts should dispatch inoperable equipment used in CAAs via diplomatic courier pouch with the highest classification of information that could be processed with that equipment. Unclassified processing equipment used inside a CAA must be sent SBU NOFORN.

b. Inoperable equipment used in offices outside a CAA should be sent via unclassified diplomatic pouch.

5 FAH-2 H-842.2 Return Procedures for IRM Program Property

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

a. Send IRM program equipment to A/LM/OPS, SA-21, for repair and return. Send a telegram to A/LM/OPS/WLC/LO requesting authorization to return the item. The telegram must state the nomenclature of the item, model number and serial number. A/LM/OPS/WLC/LO will provide a return authorization number which must be written on the outside of the box of the item being returned. A/LM/OPS will update WPAS inventory records and will forward the item to the appropriate maintenance branch. Prepare an official shipping telegram using the WPAS inventory procedures listed in 5 FAH-2 H-850. When the replacement is received, place it on-line to confirm that the replacement is operational. The unit which had been on-line can be used as the shelf spare.

b. A/LM/OPS in SA-21 will ensure that repairs are made to TEMPEST equipment and will return the equipment to post. A/LM/OPS does not stock replacement items, so IPC must stock sufficient spares to ensure redundancy during the period of time the faulty item is being repaired. Depending upon courier service to post, schedule 6 to 8 weeks for return of an item after it has been sent for repair.

c. A/LM/OPS does not assess a fee for repairing TEMPEST ADPE, but does charge for handling, time, and materials for repairing non-TEMPEST ADPE. See 5 FAH-2 H-843 for procedures for non-TEMPEST ADPE.

5 FAH-2 H-842.3 Return Procedures for DTS Black Transmission Equipment

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

Black transmission equipment should be shipped via diplomatic courier pouch to the Communications Repair Facility per "DTS TechReq Instructions." Black transmission equipment includes Codex modem models 3266, 3385, 3268, 3386 and 2173B; multiplexers; packet switches; satellite terminals; PRS HF radios; uninterruptible power supplies; and encryptors. Racal Milgo, ComLink, and Omni 9600 modems should be disposed of locally at post.

5 FAH-2 H-843 FEE-FOR-REPAIR SERVICES

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

IRM/OPS/ITI/LWS/MNT has established fee-for-service procedures for having non-TEMPEST classified and unclassified processing equipment repaired by vendors in the United States. The particular procedures vary according to whether the equipment is covered by a manufacturer's or vendor's warranty.

5 FAH-2 H-843.1 Equipment Under Warranty

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

a. If non-TEMPEST classified or unclassified processing equipment fails and is still under warranty, post must send a telegram to A/LM/OPS and the regional bureau system manager requesting authorization to return the item. The telegram must state the nomenclature of the item, model number, serial number, and purchase order number under which the item was procured. A/LM/OPS will contact the vendor and advise post and bureau system manager of the return authorization number, which must be used to identify the shipment. Post then packs the item and labels it for

classified or unclassified pouch shipment to A/LM/OPS with the return authorization number clearly visible on the label.

b. A/LM/OPS charges \$150 for each item returned for vendor repair. The fee covers packing, handling, and shipping charges. The vendor's repair fee is charged against existing maintenance contracts between IRM and the regional bureaus. The bureaus will address reimbursement for vendor repair fees with the post.

c. Do not return to the vendor, even if under warranty, hard disk drives or any other storage device used in CIPE.

5 FAH-2 H-843.2 Equipment Not Under Warranty

(TL:TEL-1; 07-01-1998)

(Uniform State/USAID/USIA)

A/LM/OPS administers a fee-for-service program to service non-TEMPEST classified and unclassified processors. The actual costs of repairing inoperable equipment are charged back to the requesting post. The fees include CSEA's \$150 handling fee and fees for the actual time and materials used to repair the equipment.

5 FAH-2 H-844 THROUGH H-849 UNASSIGNED